

SC DMH Client Advocacy Report February 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	13	27
Harris	8	21
Morris Village	5	6
Hall	3	4
Tucker	1	3
Forensics (GEO & Bldg. 1)	9	24
Mental Health Centers	23	43
Total	62	128

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	83	148
Information, Referral & Other Assistance ¹	18	39

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	7		3	4	10
2) Admission & Discharge	18	3	1	9	22
3) Information & Advocacy	1	1			2
4) Physical Environment	2	3		1	5
5) Inpatient Rights	17	12	1	15	30
6) Personal Property & Money	7	3	5	8	15
7) Confidentiality & Consent	3	2	4	5	9
8) Treatment	9	2	32	22	43
9) Other Rights Issues	2	1	3	2	6
Total⁵	66	27	49	66	142

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	2				2
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	4		3	3	7
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	7	3		3	10
b. Community Placement (where)	6		1	4	7
c. Periodic Court Review	1			1	1
d. Questions, Education & Other	4			1	4
3) Information & Advocacy					
a. Access to Advocacy	1	1			2
b. Access to Legal Resources					
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	1	2			3
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy	1				1
b. Safety	2	2		3	4
c. Freedom, Privileges & Fairness	10	6		10	16
d. Communication	2	2		1	4
e. Health Care	2	2	1	1	5
6) Personal Property & Money					
a. Property	5	1		3	6
b. Money, Entitlements, Rep. Payee	1	1	1	2	3
c. Billing Issues			3	1	3
d. Other Non-DMH Issues	1	1	1	2	3
7) Confidentiality & Consent					
a. Access to Records & Information	2	2	1	3	5
b. Breach of Confidentiality			3	2	3
c. Issues of Consent, Confidentiality, etc.	1				1
8) Treatment					
a. Eligibility for Services			12	6	12
b. Accessibility to Staff & Treatment			12	6	12
c. Individualized, Client-Driven	9	2	8	10	19
d. Right to Refuse Treatment					
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			2	1	2
f. Legal assistance for Non-DMH issues	2	1	1	1	4

